



16 June 2005

Key Areas

- ATHD Mission
- ATHD Federation
- ATHD Technologies
- Impact and Value Added to the Training/Operational Community
- ATHD Near and Long Term Objectives

ATHD Mission

- **Specified:** TRADOC requested ATSC to establish a 24 hour help desk.
- **Implied:** Current Army customer assistance is inadequate and lacks certain capabilities. Action must be taken to increase efficiency and effectiveness in the near and long-term.
 - **Near-term:** Provide timely and consistent assistance, regardless of the nature of the question
 - **Long-term:**
 - Synchronize help desks and provide 24/7 support
 - Maximize Efficiency & Effectiveness

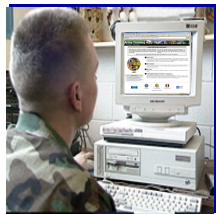
Army Training Help Desk Federation

- The ATHD currently consists of:
 - PM-DLS, TRADOC proponents and agencies, Key TSS Agencies, AMEDD
 - The eService Center powered by RightNow Technologies across all Federation partners
 - A toll free phone number 1-800-275-2872
(Federation Partners retain their current phone numbers)
 - E-mail help@atsc.army.mil
(Federation Partners retain their current e-mail addresses)
 - Web Address <https://ask-atsc.atsc.army.mil>
(Federation Partners retain their current Web addresses)

Federal Agencies Using RightNow Technologies eService Center



Army Training Help Desk Federation



Single Point of Entry:

- Self-Help (e.g., FAQ, Search) - ATHD Web (multi-site access)
- Email

Automatic
automated
feedback

Data Hub
(Tier 0,1 & System Management)

Tier 1, 2 & 3
SME
Agents

Answer captured by
system & sent to
soldier by email &
web.

- Management Tracking
- Metric Reporting
- Links to other webs and data repositories

Federation of
SMEs

• Proponent

Centers & Schools
(e.g., Army, TRADOC, Joint)

• Life Long
Learning Centers
(LLCs)

• Support Activities
(e.g., PM DLS; BCKS; TASS,
NGB, & USAR G-3s)

• TSS Proponents
& Managers (e.g.,
ATSC, CAC, PEO-STRI)



Tier 0 - Self Help (FAQ; Web Links)
Tier 1 - General Agent
Tier 2 - SME Agents
Tier 3 - SME Manager

ATHD Technologies

- Centralized FAQs in a Single Database
- Dynamic FAQs
 - Self-Learning Knowledge Base
 - Customer Feedback
- E-mail sent to SME “Help” mailboxes is automatically converted to incident reports
- Web Based Incident Reports

ATHD Management/Agent Capabilities

- FAQ Process (One Mouse Click)
- Metric Reporting:
 - Standardization, customization, & automatic distribution of reports
- Multi-Media Environment
 - E-mails, web questions and calls in the same queue
- Automated “Skill Based” Routing
 - Quick/easy customization of workflow rules (Tier 1-2-3 routing of requests)

ATHD Customer Self-Service

- 24 hour-a-day support to FAQ's
- Immediate access to information without having to wait for an e-mail response or a returned telephone call
- If answer is not available customer can submit a question

The success of Web self-service depends upon the quality and quantity of information available and the ease with which it can be accessed.

ATHD Impact on the Training and Operational Community

- Timely access to up-to-date and relevant information related to Self-Development, Institutional and Operational Training assistance and support
- Provides Real-time TSS Customer Service related to all training environments:
 - Soldiers deployed in OIF, OEF and other GWOT related missions (Mission Rehearsal, Rock Drills, etc.)
 - Soldiers engaged in Distributed Learning (Self-development)
 - Staffs/units planning and conducting training (Operational)
 - AC/RC Coverage: Soldiers, Commanders, Units, TAGs, NCOES/OES and Institutional Training Divisions

ATHD Near Term

- Continue fielding the ATHD to TRADOC Schools/Centers in concert with LMS fielding
- Incorporate select TSS proponents/activities
- Introduce Collaboration, Basic Taxonomy & Search Engine

ATHD Long Term

- Begin fielding to CONUS Army organizational units
- Continue to incorporate additional TSS proponents into the federation
- Move to 24/7 live operations (ATSC-Hub)
- Expand federation to include other players (e.g. Homeland Security, Air Force, Marines, etc.)

Demonstration

ATHD Customer Support Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Mail News RSS Groups

Address <https://ask-atsc.atsc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/home.php> Go Links

Army Training Help Desk


[ATSC Homepage](#) [Help using this Site](#) [Add this page to your favorites](#)

Good Afternoon, Welcome!

ATHD website is a federation of TRADOC and Army school help desks maintained by the Army Training Support Center (ATSC). We are committed to helping you find answers to the training questions you may have.

You can find answers through our FAQs, ask questions of our technical staff, or track your questions until they are solved. For help on using this site, click on the link above or here [Help Using This Site](#).

When you have any questions dealing with training, please make ATHD your first choice for assistance!



Find Answers
Here you will find our Frequently Asked Questions (FAQ) stored in our solution database. Search them to see if other customers have had the same problem and we have posted the solution here. The search can be done by category, keywords, or phrases. You may also click on the "i" to get information on our categories, the category names when clicked on will list the answers associated with that category.

Ask a Question
Click here to submit a question to our technical support staff. They will provide answers through the Website and reply to you by email. Questions may be asked concerning any training support systems maintained by ATSC (RDL, ACCP, SATS,...etc), their websites, other ATHD federated partners, or any other training issues.

My Profile
Login and check the status of your questions, modify your answer update notifications, or update your personal profile.

Training Support System (TSS) Reach - Registration
Anyone needing a CollabWorx account may click this link here or go to <https://www.atsc.army.mil/collabregister>. Select either ATSCNET Member or Non ATSCNET with AKO Account and click the Submit button. Fill out the required data and click the Submit button. You will be notified by email.

Announcement

- The new TSS Reach user manual is available at the following location: [TSS Reach User Manual](#). For a troubleshooting guide on the CollabWorx program, [Click Here](#)
- The Reimer Digital Library (RDL) has

Come in and take a look around. -

start | Internet

Inbox - Microsoft Out... | ATHD Customer Supp... | Microsoft PowerPoint ...

ATHD 12:51 PM

Ask a Question

ATHD Customer Support Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Word Excel


Address https://ask-atsc.atsc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/std_alp.php?p_sid=x_1*VTHh&p_lva=&p_sp=&p_li= Go Links

Army Training Help Desk

[ATSC Homepage](#) [Help using this Site](#)

[Support Home](#) [Find Answers](#) [Ask a Question](#) [My Profile](#) [Login](#) [Help](#)

Search Browse

Category  Click on "i" for Category descriptions

All Categories

All Sub-Categories (if uncertain, select other)

Search Text (optional) [Search Tips](#)














Search by Phrases

589 Answers Found Page: 1 of 59

| | Subject | Updated | Weight |
|----|--|------------|--------|
| 1 | ACCP On-line Course | 08/09/2004 | 100 |
| 2 | Updated - Mobility Warrant Officer Course | 05/20/2005 | 100 |
| 3 | Special Forces Training | 04/05/2005 | 100 |
| 4 | CIA World Fact-Book | 04/05/2005 | 100 |
| 5 | Promotion Point Conversion | 03/08/2005 | 100 |
| 6 | What is ATRRS? | 03/22/2005 | 100 |
| 7 | Training lock-in period | 03/22/2005 | 100 |
| 8 | ATRRS report | 03/22/2005 | 100 |
| 9 | What is a TRAP? | 03/22/2005 | 100 |
| 10 | Changing/Updating Information in WTS (Weekly Train | 03/10/2005 | 100 |

[Click here for contact numbers.](#)
[Click Here](#) to see the current Fort Eustis time.

ATHD Customer Assistance Agents will be there -

start      ATHD         12:52 PM

Search Text

ATHD Customer Support Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address: https://ask-atsc.atsc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/std_alp.php?p_sid=x_1*VTHh&p_lva=&p_sp=&p_li= Go Links

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Support Home Find Answers Ask a Question My Profile Login Help

Search Browse

Category  Click on "i" for Category descriptions

Search Text (optional) [Search Tips](#)

Search

Search by Phrases

589 Answers Found

Page: 1 of 59 Go

| | Subject | Updated | Weight |
|----|--|------------|--------|
| 1 | ACCP On-line Course | 08/09/2004 | 100 |
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| 7 | Training lock-in period | 03/22/2005 | 100 |
| 8 | ATRRS report | 03/22/2005 | 100 |
| 9 | What is a TRAP? | 03/22/2005 | 100 |
| 10 | Changing/Updating Information in WTS (Weekly Train | 03/10/2005 | 100 |

[Click here for contact numbers.](#)
[Click Here to see the current Fort Eustis time.](#)

You will get answers -

start Inbox - Microsoft Out... ATHD Customer Supp... Microsoft PowerPoint ... ATHD 12:56 PM

Look at list of Answers

ATHD Customer Support Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Mail Print Wordpad Notepad Paint


Address https://ask-atsc.atsc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/std_alp.php?p_sid=x_1*VTHh&p_lva=&p_li=&p_page=1&p_cat_lvl1=%7Eany%7E&p_cat_lvl2=%7E Go Links >>

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Search Browse

Category  Click on "i" for Category descriptions

All Categories

All Sub-Categories (if uncertain, select other)

Search Text (optional) Search Tips








Search by

9 Answers Found

| | Subject | Updated | Weight |
|---|--|------------|--------|
| 1 | Updated - TC 23-AIMSS | 05/24/2005 | 205 |
| 2 | Training Circulars (TC) | 09/15/2004 | 97 |
| 3 | Updated - Ordering FM's and AR's | 05/27/2005 | 82 |
| 4 | Range Drawings | 01/07/2004 | 80 |
| 5 | New JSLIST | 01/24/2005 | 52 |
| 6 | Updated and Superceded Manuals | 02/02/2005 | 50 |
| 7 | Rappel Tower Training Plan | 10/01/2004 | 2 |
| 8 | ACCP Certificates | 09/28/2004 | 1 |
| 9 | DL Legacy CDs in the Classroom | 08/01/2003 | 1 |

[Click here for contact numbers.](#)
[Click Here](#) to see the current Fort Eustis time.

ATHD Customer Assistance Agents will be there -

start    >>  Inbox - Microsoft Out...  ATHD Customer Supp...  Microsoft PowerPoint ... ATHD >>  Internet 12:58 PM

View Answer and Related Information

ATHD Customer Support Page - Microsoft Internet Explorer


File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address https://ask-atsc.atsc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/std_adp.php?p_sid=x_1*VTHh&p_lva=&p_faaid=618&p_created=1080917822&p_sp=cf9zcmNoPTEi Go Links

Support Home Find Answers Ask a Question My Profile Login Help

Search Browse

Category  Click on "i" for Category descriptions

All Categories

All Sub-Categories (if uncertain, select other)

Search Text (optional) Search Tips

tc 23

Search

Search by

Phrases

Answer ID 618

Print Answer

E-mail Answer

TC 23-AIMSS

Question

DA PAM 250-38 often states TC 23-AIMSS as a reference. How do I obtain an electronic copy of TC 23-AIMSS?

Answer

The link below will take you to the Fort Benning website that has TC-23-AMISS chapters for viewing and downloading.

Infantry
U.S. Army Infantry Homepage

Notify Me by E-mail if this Answer is ever Updated

How well did this answer your question?

☐ 100% ☐ 75% ☐ 50% ☐ 25% ☐ 0% Submit Rating

Related Answers

- Training Circulars (TC)
- Ordering FM's and AR's
- Range Drawings
- Division Tables Information Location

You will -

start

Inbox - Microsoft Out...

ATHD Customer Supp...

Microsoft PowerPoint ...

ATHD

Internet

1:00 PM

Drill Down Capability

29th Infantry Regiment - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <http://www.infantry.army.mil/29thInf/aimss.htm> Go Links

Infantry

U.S. Army Infantry Homepage

29th Infantry Regiment
Advanced Infantry Marksmanship Strategies and
Standards (AIMSS)

- **Borelight** ([Click here to download all files](#))
 - [Operate the Borelight \(.ppt\)](#)
 - [Training Support Package \(.doc\)](#)
 - [Borelight Performance Evaluation Sheet \(.doc\)](#)
 - [Borelight Test \(.doc\)](#)
 - [Borelight Answer Key \(.doc\)](#)
- **Light Thermal Weapon Sight** ([Click here to download all files](#))
 - [LTWS \(.ppt\)](#)
 - [Training Support Package \(.doc\)](#)
 - **Support Documents**
 - [Lesson Outline \(.doc\)](#)
 - [AN/PAS-13 Practical Exercise \(.doc\)](#)
 - [AT4 Test \(.doc\)](#)
 - [M4 Operator Test \(.doc\)](#)
 - [M4 Answer Key \(.doc\)](#)
 - [M136 Performance Measures \(.doc\)](#)
 - [M4 Performance Measures \(.doc\)](#)
 - [Boresight Grade Sheet \(.doc\)](#)
 - [QC Checklist \(.doc\)](#)

start | Internet

Inbox - Microsoft ... | ATHD Customer Su... | 29th Infantry Regi... | Microsoft PowerPol... | ATHD | 1:01 PM

Product Delivery

http://www.infantry.army.mil/29thInf/AIMSS%20DISK/BORELIGHT/BOREtest.doc - Microsoft Internet Explorer

File Edit View Insert Format Tools Table Go To Favorites Help

Back Forward Stop Home Search Favorites Refresh Print Mail Web Browser

Address http://www.infantry.army.mil/29thInf/AIMSS%20DISK/BORELIGHT/BOREtest.doc Go Links >>

Final Showing Markup Show

1 2 3 4 5 6 7

BORELIGHT EVALUATION

1. To zero the bore light, what distance from the bore light do you place the zeroing mark? _____
2. For what range is the M16A2 zeroed for once it has been boresighted? _____ Meters
3. From the gunner's point of view, what direction do you always turn the bore light? CW / CCW
4. How can you tell that the bore light is zeroed to the weapon? _____
5. Is the orientation of the weapon when zeroing the bore light important? Y / N
6. Is the stability of the weapon important during zeroing and bore sighting a weapon? Y / N
7. What are the three types of mandrels that come with the bore light? _____
8. Is the bore light eye safe? Y / N
9. What are the four modes on the selector lever? _____
10. What mode do you select when you want the bore light at it's full intensity? _____
11. What mode do you select when you want to conduct dry fire exercises? _____
12. How do you activate the bore light when conducting dry fire exercises? _____
13. No matter how the bore light is oriented, the adjuster on the top/bottom adjusts the? Windage / Elevation
14. No matter how the bore light is oriented, the adjuster on the side adjusts the? Windage / Elevation
15. How many mm does one click on either adjuster equal at ten meters? _____
16. When performing PMCS the bore light, can you use a general purpose cleaner? Y / N
17. Should the bore light zero be checked on each weapon? Y / N

Draw AutoShapes

Unknown Zone

start

Inbox - Microsoft ... ATHD Customer Su... http://www.infantr... Microsoft PowerPoi... ATHD >>

1:01 PM

Ask a Question

ATHD Customer Support Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Tab

Address https://ask-atssc.atssc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/ask.php?p_sid=x_1*VTHh&p_lva=618&p_sp=cF9zcmNoPTEmcF9ncmlkc29ydD0mcF9yb3dfY250PTkmc Go Links >>

Support Home Find Answers **Ask a Question** My Profile Help


Identification

* Login Name:

Your Question is...

Subject:

Additional Information

* Category: (needed to assign to the correct SME^{***}, if uncertain select other)  Click on "i" for Category descriptions






* Denotes a required field. ** Subject Matter Expert

Attach Documents to Question

1

When You are Done...

If you can't find it -

start     ATHD >>  Internet 1:02 PM

Agent's View

Administration Login (rightnow) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Wordpad New Folder Find

Address <https://ask-atsc.atsc.army.mil/scripts/rightnow.exe/login> Go Links

Administration Login

Administration functions require an authorized user name and password for access.

User Name:

Password:

Login

Done

start

Inbox - Microsoft Out... Administration Login (...) Microsoft PowerPoint ...

ATHD

Internet

1:27 PM

Agent/Admin Multiple Incident View

RNeSC (rightnow) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Tab

Address https://ask-atsc.atsc.army.mil/Scripts/rightnow.exe/frameaset?_22=jescalera&_23=Uox3VFedWdwgH8Pvy0 Go Links

Links --

Incident Console

Logged in as JESCALERA

My Group Trouble Tickets

All to Clipboard Clipboard

Incidents: 2050 Page: 1 of 103

| Add to Clipboard | Ref. # | Contact | Summary | Group | Assigned | Updated | Status Type | Created |
|--------------------------|---------------|-----------------|---|------------|----------|---------------------|-------------|---------------------|
| <input type="checkbox"/> | 050418-000049 | spencdeb@atsc.a | RECBASS | TSAID Admi | ADMIN | 05/03/2005 02:45 AM | Solved | 04/18/2005 11:35 AM |
| <input type="checkbox"/> | 050315-000037 | david.sanders3@ | RE: Video(s) of training underway [Incident: 05010] | TSAID Admi | Joe E. | 05/10/2005 08:23 AM | Solved | 03/15/2005 09:00 AM |
| <input type="checkbox"/> | 050304-000083 | toney.p.burgess | ASAT update | TSAID Admi | Joe E. | 03/16/2005 02:41 AM | Solved | 03/04/2005 12:45 PM |
| <input type="checkbox"/> | 050217-000142 | dickie.zentz@nd | Information | TSAID Admi | Joe E. | 05/06/2005 03:00 PM | Waiting on | 02/17/2005 04:30 PM |
| <input type="checkbox"/> | 050206-000049 | peter.r.moore@u | No Summary | TSAID Admi | Joe E. | 02/25/2005 02:48 AM | Solved | 02/06/2005 02:00 PM |
| <input type="checkbox"/> | 050204-000118 | rich.noe@us.arm | Active Directory Maintance | TSAID Admi | ADMIN | 02/07/2005 07:12 AM | Solved | 02/04/2005 03:59 PM |
| <input type="checkbox"/> | 050203-000112 | jesse.l.rutledg | Right-Now Agent CBTs | TSAID Admi | ADMIN | 02/04/2005 09:17 AM | Solved | 02/03/2005 02:05 PM |
| <input type="checkbox"/> | 050202-000096 | keith.gramig@us | Swim Test | TSAID Admi | Joe E. | 02/12/2005 02:36 AM | Solved | 02/02/2005 02:40 PM |
| <input type="checkbox"/> | 050128-000091 | justin.naughton | RE: TDDT [Incident: 050118-000037] (UNCLASSIFIED) | TSAID Admi | Karen B. | 02/08/2005 02:35 AM | Solved | 01/28/2005 12:30 PM |
| <input type="checkbox"/> | 050118-000037 | justin.naughton | TDDT | TSAID Admi | Karen B. | 01/28/2005 02:37 AM | Solved | 01/18/2005 09:19 AM |
| <input type="checkbox"/> | 050105-000033 | david.sanders3@ | Video(s) of training underway | TSAID Admi | Joe E. | 01/27/2005 02:46 AM | Solved | 01/05/2005 07:39 AM |

Done Internet

Agent/Admin Individual Incident View

RNeSC (rightnow) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Wordpad New Folder

Address https://ask-atsc.atsc.army.mil/Scripts/rightnow.exe/frameset?_22=jescalera&_23=Uox3VFedWdwgH8Pvy0 Go Links

Incident Details (041221-000079) Logged in as JESCALERA

Set Status to Solved **Assign to** TSAID Admin-G / Karen Barrington (TRADOC) (757) 878-3666 DSN 826

Edit Forward Propose FAQ Print

Customer Info. History Transactions Time Billed

Combatives POI

| | |
|---|--|
| Status Solved | Discussion Thread Link: https://ask-atsc.atsc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/std_adp.php?p_faqid=660&p_created=1092251015 |
| Assigned To TSAID Admin-G Karen B. | Title: Foreign Military AKO account Link: https://ask-atsc.atsc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/std_adp.php?p_faqid=452&p_created=1058283725 |
| Category Other | Title: Drown Proofing Link: https://ask-atsc.atsc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/std_adp.php?p_faqid=465&p_created=1060021601 |
| Created 12/21/2004 02:26 PM | Title: Incorrect MOS Link: https://ask-atsc.atsc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/std_adp.php?p_faqid=473&p_created=1060348010 |
| Initial Response 12/22/2004 08:57 AM | Title: SATS Second Line in Schedule Remarks Link: https://ask-atsc.atsc.army.mil/Scripts/rightnow.cfg/php.exe/enduser/std_adp.php?p_faqid=261&p_created=1049393459 |
| Updated 12/31/2004 02:35 AM | |
| Closed 12/31/2004 02:35 AM | |
| Customer SmartSense [Progress Bar] | |
| Staff SmartSense [Progress Bar] | |

Customer (Lester Brewer) 12/21/2004 02:26 PM

I am looking for a combatives POI. IE FT Knox IET
Tasks: Base position, Choke holds, Armbars.

I am teaching this to cadets.
MSG L.L. Brewer, University of San Francisco, Senior Military Instructor

Additional Information

Contact E-mail: lester.brewer@us.army.mil

Previous Incident

Internet

Edit/Response to Incident

RNeSC (rightnow) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Mail Print Address Bar New Tab

Address https://ask-atsc.atsc.army.mil/Scripts/rightnow.exe/frameSet?_22=jescalera&_23=Uox3VFedWdwgH8Pvy0 Go Links >>

Links --

Edit Incident (050613-000086) Logged in as JESCALERA

Transactions

Discussion Thread

* **Summary:** coursepondance corsers

Previous Entries

Customer 06/13/2005 01:30 PM

to whom it may concern,

I would like to have replaced (2) two correspondence course disks that are faulty. they are cd 9-54 army oil analysis program module a. and cd 9-21 shop operations. this is for the course that i am enrolled in 610-63b30 bncoc light wheel vehicle mechanic bncoc. my mailing address is: hhc 1/26 inf
cmr 457 box 2677
apo ae 09033

your speedy reply is Deeply appreciated!!!!

duty first!

SSG. KELSEY, M. EDWARD JR.
HHC 1/26 INF (MAINTAINACE PLATOON)

Add: ☐ Customer Entry ☒ Response ☐ Note

Standard Responses

- [PMDLS]
- Can't Access
- Contractor access to RDL

☐ Send Response BCC:

☒ Include Signature In Response

Status: Unresolved

Assign to: ACCP-G / Section A 878-21 27/3322

Buttons: Save Cancel Response Attachments Time Billed Spell Check

Done

start | Internet | ATHD | 1:48 PM

Calendar - Microsoft ... RNeSC (rightnow) - M... Microsoft PowerPoint ...

Admin View of Canned Reports

RNeSC (rightnow) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address https://ask-atsc.atsc.army.mil/Scripts/rightnow.exe/frameset?_22=jescalera&_23=Uox3vFedWdwgH8Pvy0 Go Links

Links --

Service Summary - Input Parameters

Selection Criteria

Start Date: May 3 2005
End Date: May 10 2005
Interface: All

Organization

Time Units: Days

Output Type: Graph
Font Size Adjustment: 0

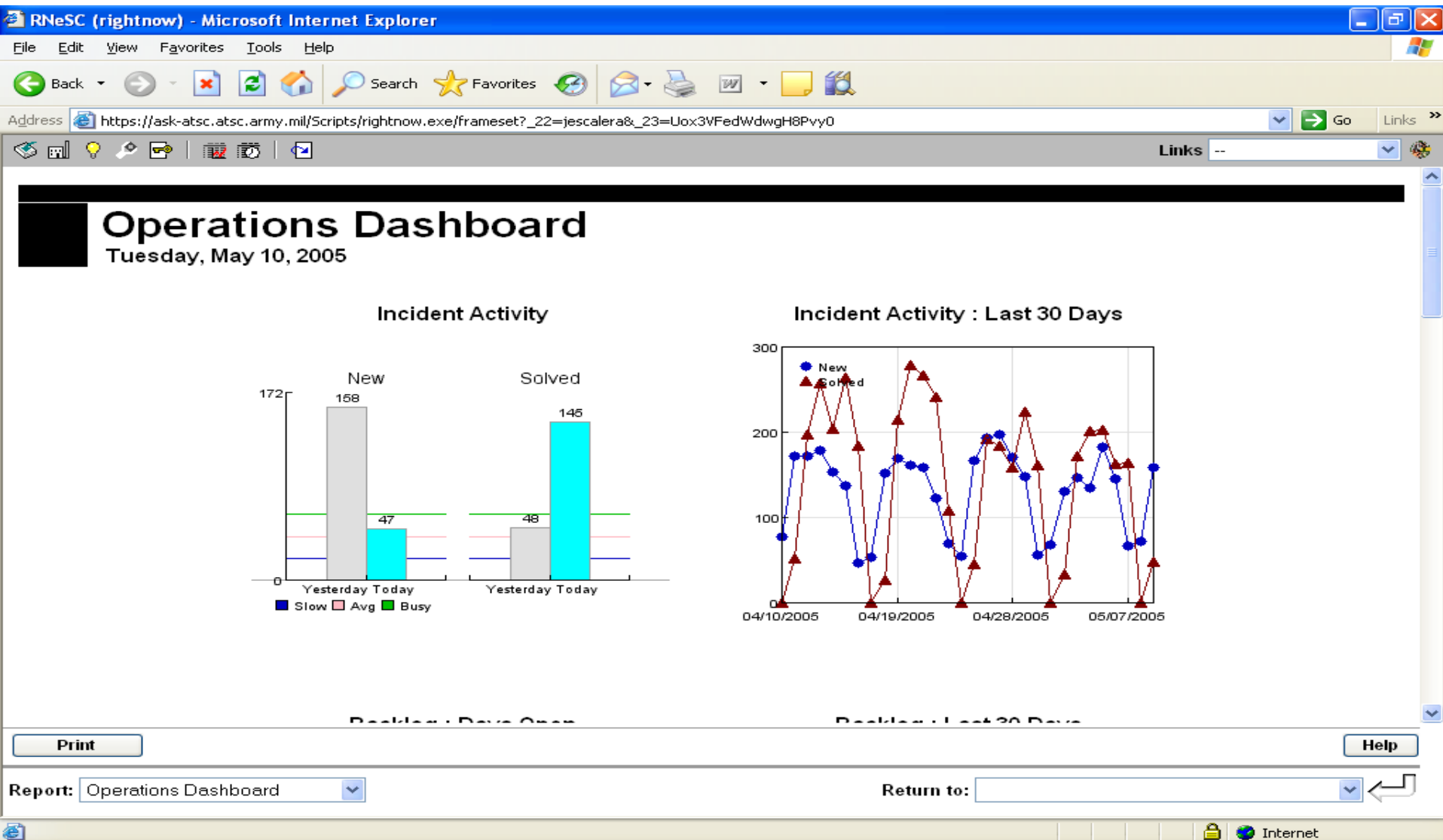
- Operations Dashboard
- Service Summary**
- Staff Effectiveness
- Staff Performance
- Staff Activity
- Incidents By Category
- Incidents By Product
- Incident Trend
- Incident Creation Rate
- Answers Viewed
- Answers Viewed By Category
- Answers Viewed By Product
- Keyword Searches
- Time Billed
- Session Tracking
- Site Effectiveness
- Open Incidents
- Answer Notifications
- Custom

Report: Service Summary

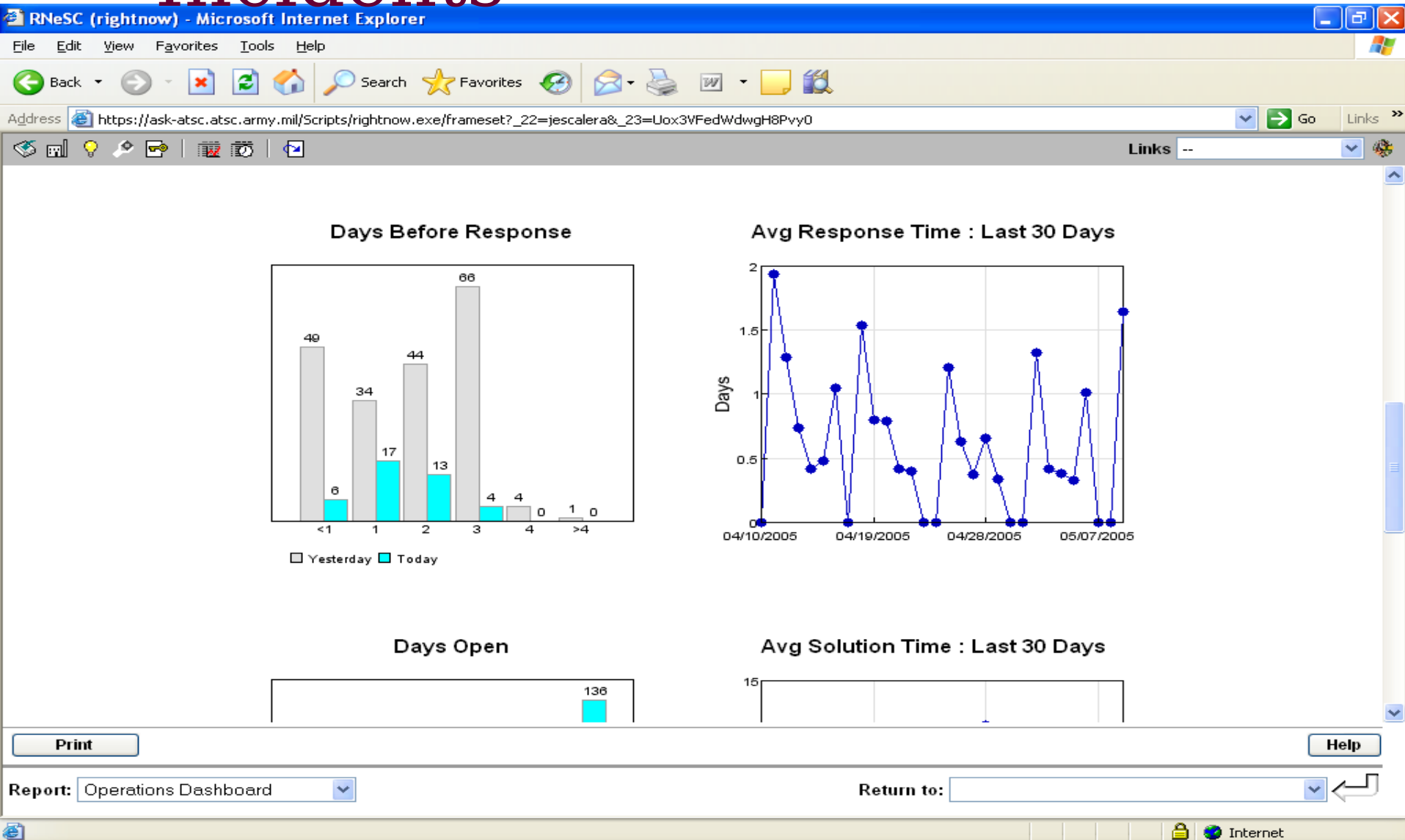
Return to:

Done Internet

Operational Dashboard of Incidents



Operational Dashboard of Incidents





QUESTIONS?

Gregory.Bailey@atsc.army.mil

757-878-3666